

DATA PRIVACY NOTICE (CLIENTS)

Centrepont Outreach

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

2. Who are we?

Centrepont Outreach is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

3. How do we process your personal data?

Centrepont Outreach complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes: -

- To enable us to communicate with third party agencies for your benefit
- To maintain our own accounts and records;
- To inform individuals of news, events and activities involving Centrepont Outreach
- To share with public bodies as required by law
- To contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered
- To enable us to provide charitable services in a particular geographic area as specified in our Memorandum and Articles of Association.

4. What is the legal basis for processing your personal data?

Article 6 processing

- Processing is necessary for compliance with a legal obligation

This includes our obligations under safeguarding legislation;

- Processing is necessary for the legitimate interests of Centrepont Outreach to provide the services to you, except where such interests are overridden by your interests, rights or freedoms
- Processing is done with your consent
- Processing is necessary to protect your vital interests or those of another person

Article 9 processing

- On occasions we may process sensitive personal data (for example details of your; race, ethnic origin, politics, religion, trade union membership, genetics, biometrics (where used for ID purposes), health, sex life or sexual orientation) and we will only process that data with your consent. We do not process any other sensitive personal data.

5. Sharing your personal data

Your personal data will be treated as strictly confidential and will be shared only for your or our legitimate interests, with your consent or in compliance with legal obligations.

6. How long do we keep your personal data?

Unless we explain otherwise to you, we'll hold your personal information based on the following criteria:-

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations;
- For as long as we provide goods and/or services to you and then for as long as someone could bring a claim against us; and/or
- Retention periods in line with legal and regulatory requirements or guidance.

7. Your rights and your personal data

Here is a list of the rights that all individuals have under data protection laws. They do not apply in all circumstances. If you wish to use any of them, we will explain at that time if they are engaged or not: -

- The right to request a copy of your personal data which Centrepont Outreach holds about you;
- The right to request that Centrepont Outreach corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Centrepont Outreach to retain such data;
- The right to withdraw your consent to the processing at any time;
- The right to request that Centrepont Outreach provides you with your personal data and where possible, transmits that data directly to another data controller (known as the right to data portability);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data;
- The right to lodge a complaint with the Information Commissioners Office.

8. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

9. Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact the Chief Executive Officer at Belmont House, 15, Red Lion Street, Boston PE21 6PZ.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.